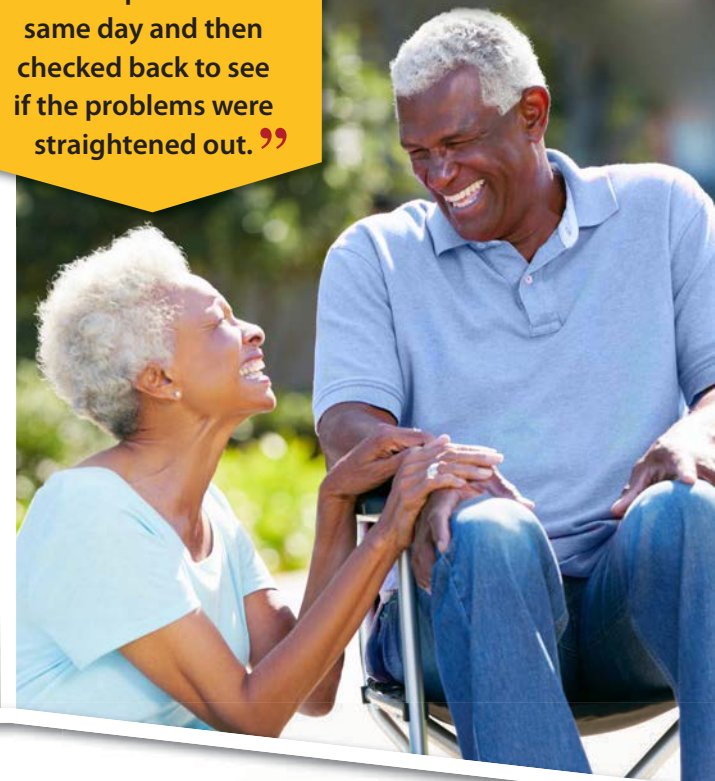


Need help with MEDICAID?



“I couldn't get my medication. The office helped me that same day and then checked back to see if the problems were straightened out.”



The Ombudsman can help you:

- Receive health care services for your family
- Solve problems
- Answer questions
- Know your rights
- Understand your Medicaid coverage
- Find your way through the managed care system
- Advocate for yourself

The **Office of Ombudsman**
helps people who use Medicaid
resolve problems.

Toll free:
866-566-8989

Contact us Monday – Friday
8 a.m. – 5 p.m.



TEXAS
Health and Human
Services

Office of the
Ombudsman

To File a Complaint:



Talk with the Medicaid health plan
about your question or concern.



If the problem is not resolved, then
call the Office of the Ombudsman.

**We stay neutral as we
address complaints.**

HHS Office of the Ombudsman
hhs.texas.gov/ombudsman
877-787-8999 Fax: 888-780-8099
P.O. Box 13247, Austin, Texas 78711-3247

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